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# MO ACTS

# Release Notes

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NEW SYSTEM FUNCTIONALITY  
VOLUME 4 - RELEASE 11.0



Missouri's Advanced Contact Tracing System

# Release Notes

## Missouri's Contact Tracing Platform

This document includes important information about new MO ACTS functionality and system enhancements from each build release. Use this guide to understand the step by step processes about adjustments, improvements and changes within the MO ACTS platform.

Section (click for details)	Description	As of Date / System Release
<a href="#">MO ACTS Household Monitoring</a>	Allows contact tracers to see both primary and secondary members of a household in the household widget of the contact details section.	03/01/21 Version 11.0
<a href="#">MO ACTS Household Monitoring Case Assignment</a>	Allows contact tracers to assign multiple household member cases to a single agent via list views for outreach and monitoring.	03/01/21 Version 11.0
<a href="#">MO ACTS Household Management Interview History</a>	Records history of a household member interview having taken place.	03/01/21 Version 11.0
<a href="#">MO ACTS Telephone Number matching</a>	Allows households to be created based on contacts' shared phone numbers.	03/01/21 Version 11.0
<a href="#">MO ACTS Automated Case Monitoring SMS Language Update</a>	Daily case monitoring SMS messages will now be sent in the patient's preferred language (English or Spanish).	03/01/21 Version 11.0
<a href="#">MO ACTS Amazon Connect Phone (AWS) Updates</a>	In this section you will learn about updates made to the MO ACTS Inbound Calling Voice Prompts and Agent Whisper technology.	02/08/21 Version 10.0
<a href="#">MO ACTS Automated Monitoring by Record Type</a>	This feature allows contact tracers and positive patient interviews to clearly determine whether a record is a close contact or positive patient.	02/08/21 Version 10.0
<a href="#">MO ACTS Automated Isolation Monitoring for Positive Patients</a>	MO ACTS Automated Isolation Monitoring allows positive patients to receive text messages while in isolation which will allow them to monitor and submit symptoms. Messages will be sent daily for 10 days after the last exposure date. If outreach is unanswered for three days, the case will be closed.  <b>This functionality will be fully enabled at a later date for jurisdictions that have opted in. Please contact <a href="mailto:epitrax@health.mo.gov">epitrax@health.mo.gov</a> to enable this feature.</b>	02/08/21 Version 10.0
<a href="#">Modified File Upload Restrictions for MO ACTS</a>	Limits certain extension types when uploading files to MO ACTS.	02/08/21 Version 10.0
<a href="#">Capture Feedback via Ideas</a>	The contact tracer or positive patient interviewer will be able to submit and vote for enhancement ideas for the MO ACTS system.	02/08/21 Version 10.0



<a href="#"><u>MO ACTS Positive Patient List Views</u></a>	MO ACTS users will be able to emulate existing contact tracing list views for positive patients to look across all jurisdictions and determine the outreach status of all patients.	01/15/21 Version 9.0
<a href="#"><u>MO ACTS Automated Isolation Monitoring SMS Status</u></a>	Positive patient investigators will be able to see the receipt status of each SMS message sent to positive patients.	01/15/21 Version 9.0
<a href="#"><u>MO ACTS Automated Isolation Monitoring User Web Form</u></a>	When a positive patient logs in to submit daily isolation information. In scenarios where both contacts and positive patients are in the same household, both types of monitoring will be prompted.	01/15/21 Version 9.0
<a href="#"><u>MO ACTS Guided Call Script Updates</u></a>  <i>See Vol.3 of Release Notes</i>	Contact Tracers can now update the Contact Case Status and the Outreach Outcome at the end of the guided call script. Additionally, if the contact has multiple exposures (i.e. multiple open cases) the contact tracer will be able to apply all the contact's guided script answers to each of their open cases. The guided script will now suggest contacts at the same address in addition to household members.	12/7/20 Version 7.0
<a href="#"><u>MO ACTS EpiTrax Attribute: Contact Record Number</u></a> <i>See Vol.3 of Release Notes</i>	The EpiTrax Contact Record number will now be a number unique to each contact's exposure.	12/7/20 Version 7.0
<a href="#"><u>MO ACTS Citizen Validation for Auto-monitoring</u></a> <i>See Vol.3 of Release Notes</i>	When a contact receives automated SMS messages to monitor their symptoms, the first-time sign in process is now updated to include validation messages.	12/7/20 Version 7.0
<a href="#"><u>MO ACTS to EpiTrax Data Flow: Positive or Probable Cases</u></a> <i>See Vol.3 of Release Notes</i>	If the contact tracer documents that the contact meets the criteria for a probable or positive case, this data will flow back to EpiTrax for case investigation which will begin once positive lab test results are received.	12/7/20 Version 7.0
<a href="#"><u>MO ACTS In App Prompts</u></a> <i>See Vol.2 of Release Notes</i>	In App Prompts will direct users through a URL link to the latest Release Notes document on the MO ACTS Intranet Site and other important announcements for MO ACTS users.	11/16/20 Version 6.0
<a href="#"><u>MO ACTS Submitting a Guided script for Multiple Household Members</u></a> <i>See Vol.2 of Release Notes</i>	In this section you will learn about how Contact Tracers can complete a guided call script for multiple contacts in a household when conducting outreach calls.	11/16/20 Version 6.0
<a href="#"><u>MO ACTS English &amp; Spanish Pre-recorded Voicemail</u></a> <i>See Vol.2 of Release Notes</i>	Contact Tracers can now leave a contact a pre-recorded voicemail in either English or Spanish.	11/16/20 Version 6.0
<a href="#"><u>MO ACTS Quarantine Period Length</u></a> <i>See Vol.2 of Release Notes</i>	There is a new field for total Number of Quarantine Days that is editable and will dynamically impact the Quarantine End Date field.	11/16/20 Version 6.0



<b>MO ACTS New County Field on the Case and Account records</b> <i>See Vol.2 of Release Notes</i>	MO ACTS users can now find the County field on both the Contact Details and the Person Record. These fields will sync between the account/contact record and the case record.	11/16/20 Version 6.0
<b>MO ACTS Automatic Case Monitoring</b> <i>See Vol.2 of Release Notes</i>	In this section you will learn how cases can be monitored by using MO ACTS to automatically send SMS messages to contacts in order to efficiently track their symptoms if/as they arise for themselves and/or household contacts.	11/16/20 Version 6.0
<b>MO ACTS Inbound Call Routing and Voicemail</b> <i>See Vol.2 of Release Notes</i>	In this section you will learn about the updates to inbound call routing and the new ability for contacts to leave voicemails when calling MO ACTS.	11/16/20 Version 6.0
<b>MO ACTS Amazon Connect Reporting</b> <i>See Vol.2 of Release Notes</i>	Contact Tracers can now view reporting metrics from the Amazon Connect Softphone. This includes reports such as average handle time for contacts, abandon rates, agent performance, and more.	11/16/20 Version 6.0
<b>MO ACTS Custom Dashboards</b> <i>See Vol.2 of Release Notes</i>	In addition to the pre-built dashboard functionality within MO ACTS, Contact Tracers can now create their own personal dashboards so they can work with the selected reports side-by-side using them as components on a single page layout.	11/16/20 Version 6.0
<b>MO ACTS Household Management</b> <i>See Vol.2 of Release Notes</i>	In this section we will show you how to view if a contact is part of a household (e.g. resides in the same living space with other contacts) and view additional details that can help inform your contact tracing activities.	10/26/20 Version 5.0
<b>MO ACTS System UI Enhancements</b> <i>See Vol.2 of Release Notes</i>	Learn about various User Interface (UI) enhancements, including enhancements to picklists, and a new field for Unit Number.	10/26/20 Version 5.0
<b>MO ACTS Resource Coordination</b> <i>See Vol.2 of Release Notes</i>	In this section you will learn about new functionality around resource coordination in MO ACTS. How to assign a resource coordinator, how to view all contacts requiring resource coordination, and how to view cases assigned to you.	10/26/20 Version 5.0
<b>MO ACTS Amazon Connect Updates</b> <i>See Vol.2 of Release Notes</i>	In this section you will learn about additional features and functionality that have been added to the Amazon Connect phone system within MO ACTS.	10/26/20 Version 5.0
<b>MO ACTS Jurisdiction Ad Hoc Access</b> <i>See Vol.2 of Release Notes</i>	In this section, you will learn about how contact tracers are now able to be added to multiple jurisdiction groups and can see case records for each group.	10/05/20 Version 4.0
<b>MO ACTS Bulk Contact Case Actions</b> <i>See Vol.2 of Release Notes</i>	Learn how to close cases and how to reassign ownership of cases in bulk.	10/05/20 Version 4.0
<b>MO ACTS Case, Contact, &amp; Account Page Layouts</b> <i>See Vol.2 of Release Notes</i>	Learn about how these pages are updated for clarity and are more intuitive to read.	10/05/20 Version 4.0



<b>MO ACTS Route to Queue Based on EpiTrax Investigation Agency</b> <i>See Vol.2 of Release Notes</i>	<p>In this section you will learn how in the absence of a county listed in EpiTrax, cases will be routed to an LPHA queue through the EpiTrax Investigation Agency.</p>	<p>10/05/20 Version 4.0</p>
<b>MO ACTS Additional EpiTrax Attributes</b> <i>See Vol.2 of Release Notes</i>	<p>Learn about new attributes listed to be used by Case Investigators within EpiTrax.</p>	<p>10/05/20 Version 4.0</p>
<b>MO ACTS Reporting: Export Data</b> <i>See Vol.2 of Release Notes</i>	<p>In this section you will learn about the ability to export data through the reporting functionality within MO ACTS.</p>	<p>10/05/20 Version 4.0</p>
<b>MO ACTS Multiple Exposures for One Contact</b> <i>See Vol.1 of Release Notes</i>	<p>Learn about how MO ACTS will now show if a Contact to a COVID-19 case has had multiple exposures.</p>	<p>9/11/20 Version 3.0</p>
<b>MO ACTS System UI Enhancements</b> <i>See Vol.1 of Release Notes</i>	<p>Learn about various User Interface (UI) enhancements, including additions to List Views, a new editable County field, enhancements to picklists, and a new Provider Name field.</p>	<p>9/11/20 Version 3.0</p>
<b>MO ACTS Surge Resource Enhancements</b> <i>See Vol.1 of Release Notes</i>	<p>Learn about case visibility when case ownership is transferred to a surge resource in your jurisdiction.</p>	<p>9/11/20 Version 3.0</p>
<b>MO ACTS Auto Task Logging for Calls Functionality</b> <i>See Vol.1 of Release Notes</i>	<p>In this section, you will learn how the process for logging calls has been updated to occur automatically during the Contact Outreach Process.</p>	<p>9/11/20 Version 3.0</p>
<b>MO ACTS Reporting Functionality</b> <i>See Vol.1 of Release Notes</i>	<p>Learn about the various reports that Business Admins and Supervisors are able to utilize to track usage of the MO ACTS System, the time it took for a contact tracing case to move to monitoring and support, and the ability to export reports and import data through the View/Configure Setup Menu Export Reports permission.</p>	<p>9/11/20 Version 3.0</p>
<b>MO ACTS Email Functionality</b> <i>See Vol.1 of Release Notes</i>	<p>Follow these steps the first time you send an Email through MO ACTS to set up a template.</p>	<p>8/20/2020 Version 1.1</p>
<b>MO ACTS Change County or Jurisdiction Functionality</b> <i>See Vol.1 of Release Notes</i>	<p>In this section you will learn how to update a Contact to a COVID-19 Case's county in the Personal Details screen of the Guided Script as well as how to change the Case's jurisdiction – Including important considerations related to this change.</p>	<p>8/20/2020 Version 1.1</p>



## MO ACTS Household Monitoring

Enhancements to the MO ACTS household monitoring will now allow contact tracers to see members of the contact's primary and secondary household members when the contact belongs in multiple households and each household has multiple members. This information can be found in the 'Contact Details' section.

### Contact Details

Name  
Nozel Silva 8 Nozel Silva 8 Nozel Silva 8

Home Phone

Mobile

Work Phone  
1232220001

Other Contact Name

Other Phone

SMS Status  
Not Sent

Email  
[wruffy0@a8.net](mailto:wruffy0@a8.net)

Unit Number  
Main

Mailing Address  
21139 Everett Court  
Missouri 43236  
United States

County  
BARRY

Is Health Care Worker  
☐

Person ID  
23-10-Nozel SilvaAB-8

Birthdate  
12/4/2019

Age  
1 Years

Language  
English

Person is a Minor  
☐

Next of Kin Name  
Martalnn McMychem

Next of Kin Phone Number

Is in Congregate Setting  
☐

### 1232220001 Household

Contact Name  
[Nozel Silva 9](#) [Nozel Silva 9](#) [Nozel Silva 9](#)

Roles  
Phone

### 23-10-Nozel Silva-10 Household

Contact Name  
[Nozel Silva 10](#) [Nozel Silva 10](#) [Nozel Silva 10](#)

Roles  
Child by case mother



# MO ACTS Household Monitoring Case Assignment

Enhancements to the MO ACTS household monitoring will now allow multiple household members to be assigned to a single contact tracing agent for outreach and monitoring. Contacts can be sorted by household and assigned from list views.

Cases

**Cross Jurisdiction-Awaiting Outreach**

ms • Sorted by Primary Household • Filtered by All cases - Status, Case Record Type • Updated a minute ago

Search this list...

Change Owner Printable View

<input type="checkbox"/>	Case Nu...	Contact Name	Last Expo...	County	Primary Household	Secondary Household
<input type="checkbox"/>	00002041	Cristiano Dos Ronaldo	7/19/2020	ANDREW	UAT-Test 000111 Household	UAT-Test 000112 Household
<input type="checkbox"/>	00002040	Cristiano Dos Ronaldo	7/19/2020	ANDREW	UAT-Test 000111 Household	UAT-Test 000112 Household
<input type="checkbox"/>	00002046	Leonei Catalian Messi	7/19/2020	ANDREW	UAT-Test 000102 Household	
<input type="checkbox"/>	00002187	zlatan1 Dos Santos Ronaldo	7/19/2020	ANDREW	UAT-Test 0001015 Household	UAT-Test 0001015 Household
<input type="checkbox"/>	00002186	zlatan1 Dos Santos Ronaldo	7/19/2020	ANDREW	UAT-Test 0001015 Household	UAT-Test 0001015 Household
<input type="checkbox"/>	00002185	zlatan1 Dos Santos Ronaldo	7/19/2020	ANDREW	UAT-Test 0001015 Household	UAT-Test 0001015 Household
<input type="checkbox"/>	00002184	zlatan1 Dos Santos Ronaldo	7/19/2020	ANDREW	UAT-Test 0001015 Household	UAT-Test 0001015 Household
<input type="checkbox"/>	00002183	zlatan1 Dos Santos Ronaldo	7/19/2020	ANDREW	UAT-Test 0001015 Household	UAT-Test 0001015 Household
<input type="checkbox"/>	00002182	zlatan1 Dos Santos Ronaldo	7/19/2020	ANDREW	UAT-Test 0001015 Household	UAT-Test 0001015 Household
<input type="checkbox"/>	00002045	Cristiano Dos Santos Ronaldo	7/19/2020	ANDREW	UAT-Test 000101 Household	
<input type="checkbox"/>	00002044	David Aaron Warner	7/19/2020	ANDREW	UAT-Test 000100 Household	UAT-Test 000100 Household
<input type="checkbox"/>	00020712	Edda Samer Badaan Edda	2/2/2020	MACON	Sprint10-461-1-4413 Household	
<input type="checkbox"/>	00020512	Buckman Virasath Khan Buc...	2/2/2020	MACON	Sprint10-461-1-4413 Household	

status Case Owner Alias Co... H... Work Pho... Other Phone Primary Household

waiting Outreach ADAIR COQ 12... 1231234 1231234652 UAT-Test 000111 Ho

waiting Outreach ADAIR COO 12... 1231234 1231234652 UAT-Test 000111 Ho

waiting O

waiting O

waiting O

waiting O

waiting O

waiting O

waiting O

waiting O

waiting O

waiting O

waiting O

waiting O

waiting O

waiting O

waiting O

waiting O

waiting O

waiting O

waiting O

waiting O

waiting Outreach ADMINISTRATION 39... 1013000 Sprint10-461-1-4410

Change Owner

You've selected 2 records.

Search Users...

☐ Send notification email

The new owner will also become the owner of these records related to that are owned by the current record owner.

- Notes and attachments
- Open activities

Cancel Submit

## MO ACTS Household Management Interview History

Enhancement will record that the interview of a household member has taken place. When a contact tracer interviews a contact via guided script, then interviews their household member via prompts in the guided script, the household member's record will be updated to reflect the second interview. Documentation of the household member's interview can be seen under Actions & Recommendations -> History and will include time/date stamps of script start and script completion.

Actions & Recommendations	
Actions	History
2 Items • Sorted by Most Recent Showing • All	
Completed Guided Script - Contact Tracing Joyce Chou	2/24/2021, 04:38 PM
Started Guided Script - Contact Tracing Joyce Chou	2/24/2021, 04:37 PM

## MO ACTS Telephone Number Matching

Enhancement will allow households to be created based on contacts' shared phone numbers. For contacts incoming into MO ACTS, if their phone number matches that of another contact already in MO ACTS (who also doesn't belong to any other households), a primary household should be created and both contacts should be added to this household.

## MO ACTS Automated Case Monitoring SMS Language Update

MO ACTS Automated Isolation Monitoring allows patients who have been identified as close contacts to a COVID-19 positive patient to monitor symptoms while in quarantine by receiving text messages. These messages will now be relayed in the contact's preferred language (English or Spanish), based on their selection during the contact interview. The contact's preferred language is documented on the Contact Details page. If the contact's preferred language is neither English nor Spanish, they will receive an English language SMS.

Personal Details	
Race	American Indian or Alaska Native;Asian;Black or African American;Native Hawaiian or Other Pacific Islander;Refused to Answer;UNKNOWN;White
Hispanic	Hispanic or Latino
Gender	Male
Language	Spanish

You are currently enrolled in a daily symptom check. This will help the health department know how you are feeling. Please log your symptoms here:

<https://mactuat-moct.cs33.force.com/monitoring>

Actualmente esta inscrito en una verificación diaria de síntomas. Esto ayudará al departamento de salud a saber cómo se siente. Registre sus síntomas aquí:

<https://mactuat-moct.cs33.force.com/monitoring>

The information shared will be relayed back to MO ACTS users as part of the contact's monitoring record. Messages will be sent daily at 9:15 am CST through the contact's quarantine end date (modifiable in the contact's record but default is 14 days from the last exposure date). If outreach is unanswered for three days, the case will be automatically closed in MO ACTS. Contacts can opt out of automated monitoring by checking the "Automated Monitoring Bypass" checkbox on the case detail page.



# MO ACTS Amazon Connect Phone (AWS) Updates

## Inbound Calling Voice Prompts

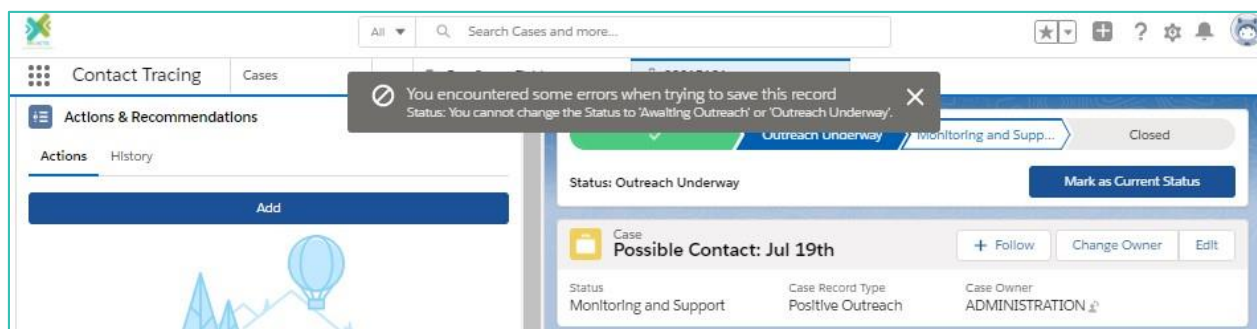
When a contact calls into MO ACTS, they will hear newly updated English and Spanish human voice prompts instead of computer-generated prompts. This occurs for both the opening message as well as the prompts used to route citizens to their correct jurisdiction. As of 01/18/21, there are also English and Spanish human voice prompts for confirming a citizen's county or zip code. This will provide a human touch for the caller experience and minimize the risk of contacts thinking the line is spam or suspect.

## Agent Whisper

When a contact calls into MO ACTS, the contact tracer will hear an automated voice prompt from AWS notifying the agent of the caller's preferred language before the caller is connected. Current caller preferences include English and Spanish.

## MO ACTS Automated Monitoring by Record Type

As positive patient monitoring is now available in MO ACTS, it is important that users be able to easily ascertain the type of record they are viewing. The MO ACTS system now features a button that defaults the monitoring record type based on the case record type. If a user attempts to create a 'Contact Outreach' monitoring record for a positive outreach case (and vice versa), they will be prompted with a validation message.



# MO ACTS Automated Close Contact Capture for Positive Patients

MO ACTS Automated Isolation Monitoring allows positive patients to capture and share close contact information via the user web form. The information will be viewable in the 'Close Exposures' tab.

The screenshot displays the MO ACTS web interface. At the top, there's a 'Monitoring (0)' section with a 'New' button. Below it is the 'Close Exposures (3)' section, which contains a table with the following data:


Close Exposure Number	First Name	Middle Name	Last Name
CE-00000010	William		Weasley
CE-00000011	Percy		Weasley
CE-00000012	Hermione		Granger

Below the table is a 'View All' link. Further down are sections for 'Open Activities (0)' with a 'New Task' button, 'Case Comments (0)' with a 'New' button, 'Emails (0)', and 'Attachments (0)' with an 'Upload Files' button. At the bottom is a 'Case Team (0)' section with 'Add Member' and 'Add Team' buttons.

Sharing this information will be optional. Positive patients will see the following message after logging in.

The screenshot shows a confirmation message box with the text: ☐ Would you like to update or add a close contact? Below the message are two buttons: 'Previous' and 'Next'. At the bottom of the box, it says: © 2021 MO DHSS. All rights reserved.

If a positive patient begins the process, submission completion will require entry of the contact's First Name, Last Name, and at least one phone number. The submission form is in a similar layout to the Monitoring page.



00020721@mactmonitoring.com Log Out

\* First Name

Middle Name

\* Last Name

Birthdate

Mobile Phone

Home Phone

Work Phone

Other Phone

Email Address

Street

Unit Number

County

Select an Option

City

State

Select an Option

Zip Code

Sex

Select an Option

Race

Available Values

American Indian or Alaska Native

Asian

Black or African American

Native Hawaiian

Selected Values

Ethnicity

Select an Option

☐ Would you like to enter another close contact?

Next



# MO ACTS Automated Isolation Monitoring for Positive Patients

MO ACTS Automated Isolation Monitoring allows patients who have received a positive COVID-19 test monitor symptoms while in isolation by receiving text messages. The information shared will be relayed back to MO ACTS users as part of the patient's monitoring record. Messages will be sent daily for 10 days after the last exposure date. If outreach is unanswered for three days, the case will be automatically closed in MO ACTS. This can be bypassed by checking the "Automated Monitoring Bypass" checkbox on the case detail page.

The screenshot displays the MO ACTS Automated Isolation Monitoring interface. The top navigation bar includes 'Contact Tracing' and 'Cases'. The main content area shows the details for a specific case, UI-00000764. The interface is divided into several sections: Details, Monitoring Status, Quarantine Tracking, and Symptoms. The Details section includes fields for Monitoring Number, Case, Assessment Date, Assessment Time, Status, and Automated Monitor Record. The Monitoring Status section includes questions about seeing a provider, isolation ending, and assistance to remain isolated. The Quarantine Tracking section includes a question about having a test. The Symptoms section includes a list of symptoms with Yes/No options. The bottom of the page shows the Created By and Last Modified By information.

Details	
Monitoring Number	UI-00000764
Case	00018212
Assessment Date	1/18/2021
Assessment Time	Answered
Status	Automated Monitor Record
Monitoring Status	
Seen your provider since you spoke?	
Require assistance to remain isolated?	
Quarantine Tracking	
Had a test since you spoke?	
Symptoms	
New Symptoms?	No
Chills	No
Abdominal Pain	No
Cough	No
Diarrhea	No
Difficulty Breathing	No
Loss of Appetite	Yes
Loss of Smell and/or Taste	No
Created By	Automated Process, 1/18/2021, 8:00 AM
Last Modified By	Reggie Shumpert, 1/18/2021, 12:06 PM

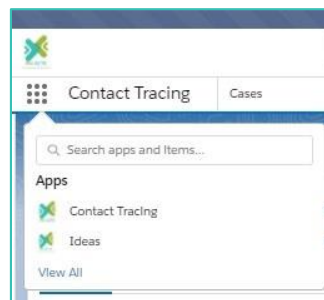
Each of these cases will default to the 'Monitoring and Support' queue and cannot be assigned to the 'Awaiting Outreach' or 'Outreach Underway' queues without administrative override.

## Modified File Upload Restrictions for MO ACTS

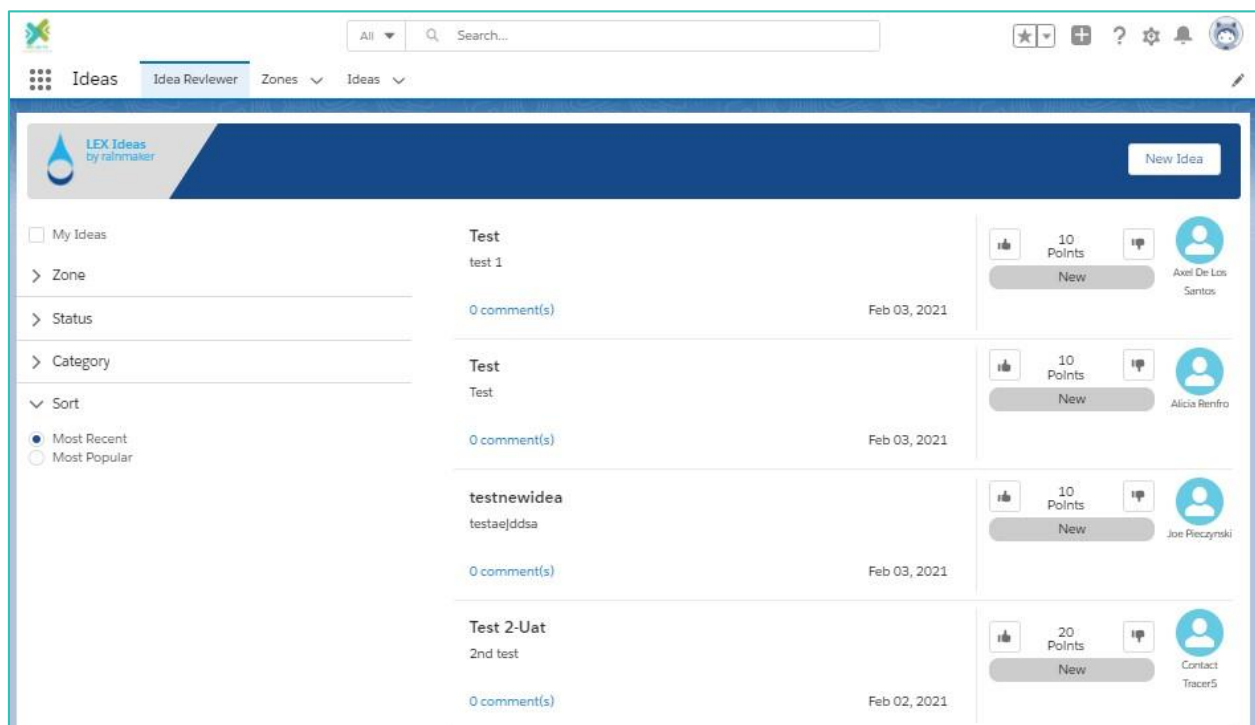
Contact tracers should receive an error message when attempting upload attachments, files, documents, and chatter posts with the following extensions: .ade, .adp, .apk, .appx, .appxbundle, .bat, .cab, .chm, .cmd, .com, .cpl. Due to security concerns, these file types are no longer compatible with the MO ACTS application.

## Capture Feedback via Ideas

Positive patient investigators and contact tracers will be able to submit ideas and suggestions for future MO ACTS functionality. The Ideas page will be accessible under Applications. Investigators and tracers will be able to upvote or downvote existing ideas and submit new ideas for consideration.



Investigators and tracers will be able to upvote or downvote existing ideas and submit new ideas for consideration.



# MO ACTS Automated Isolation Monitoring SMS Status

Positive Patient Investigators will be able to see the receipt status of each SMS message sent to positive patients. This information will be available in the Contact Details section of the case and show whether the SMS/text message was Not Sent, Sent, or Received. You can also see a history of this status by looking in the “Person Account History” related list of the Person Account details screen.

The screenshot displays the MO ACTS interface. At the top, there's a navigation bar with 'Contact Tracing' and 'Cases' tabs. Below this, a map shows the location of the contact. The main section is divided into several tabs: 'Personal Details', 'EpiTrax Attributes', and 'System Information'. The 'Personal Details' tab is active, showing fields like County (ST LOUIS CITY), Birthdate (7/9/1980), Age (40 Years), and SMS Status (Sent). The 'System Information' tab shows the account record type as 'Person Account' and the primary contact as 'Reggie ShumpertTest'. Below these tabs, there's a 'Cases (1)' section with a table showing the case details. At the bottom, the 'Person Account History (6+)' section is highlighted, showing a table of SMS status changes over time.

Date	Field	User	Original Value	New Value
1/13/2021, 12:43 PM	SMS Status	AWS User	Not Sent	Sent
1/13/2021, 12:43 PM	SMS Status	AWS User	Sent	Not Sent
1/13/2021, 10:47 AM	SMS Status	AWS User	Not Sent	Sent
1/13/2021, 10:47 AM	SMS Status	AWS User	Sent	Not Sent
1/13/2021, 10:40 AM	SMS Status	AWS User	Not Sent	Sent
1/13/2021, 10:39 AM	SMS Status	AWS User	Sent	Not Sent

## MO ACTS Positive Patient List Views

MO ACTS Positive Patient Investigators will be able to emulate existing contact tracing list views for positive patients to look across all jurisdictions, not only those to which they are assigned, and determine the outreach status of all patients. As a Positive Patient Investigator, a set of pre-set list views and queues exist for your use, each beginning with 'PO' to distinguish from lists and views for contacts (CO).

The screenshot displays the MO ACTS Contact Tracing interface. At the top, there is a search bar labeled "Search Cases and more..." and a dropdown menu for "All". Below this, the "Contact Tracing" tab is active, and the "Cases" sub-tab is selected. The interface shows a list of 16 items, with a search bar and a dropdown menu for filters. The dropdown menu is open, showing a list of filters including "All Open Contacts in My Jurisdiction", "Contacts Monitoring and Support", "Contacts Outreach Underway", "Cross Jurisdiction-Contacts Closed", "Cross Jurisdiction-Monitoring & Support", "Cross Jurisdiction-Outreach Underway", "EpiTrax Cases", "My Open Resource Coordination", "PO-Awaiting Outreach", "PO-Closed", "PO-Monitoring and Support", and "PO-Outreach Underway".

Item	Case ID	Case Name	Location	Status	Assigned To	Last Modified	Last Edited
1		Contacts Monitoring and Support				11/15/2021, 8:46 ...	1/10/...
2		Contacts Outreach Underway				11/17/2020, 10:...	12/9/...
3		Cross Jurisdiction-Contacts Closed				11/10/2020, 9:0...	12/9/...
4		Cross Jurisdiction-Monitoring & Support				11/2/2020, 4:21 ...	11/10/...
5		Cross Jurisdiction-Outreach Underway				11/22/2020, 2:2...	
6		EpiTrax Cases				11/22/2020, 2:2...	11/8/...
7		My Open Resource Coordination				11/3/2020, 3:25 ...	11/10/...
8		PO-Awaiting Outreach				11/17/2020, 1:5...	
9		PO-Closed				11/18/2020, 7:0...	10/19/...
10		PO-Monitoring and Support				11/2/2020, 3:40 ...	10/19/...
11		PO-Outreach Underway				11/22/2020, 2:2...	10/19/...
12		PO-Monitoring and Support				11/10/2020, 9:1...	
13		PO-Outreach Underway				11/10/2020, 10:...	
14	<input type="checkbox"/> 00001527	Possible Conta...		Awaiting Outreach	jchou	11/10/2020, 5:2...	
15	<input type="checkbox"/> 00001161	Kirkville, MO	Kirkville, MO	Awaiting Outreach	jchou	1/15/2021, 8:13 ...	
16	<input type="checkbox"/> 00001014	Kirkville, MO	Kirkville, MO	Closed	jchou	11/10/2020, 10:...	9/7/2...

# MO ACTS Automated Isolation Monitoring User Web Form

When a positive patient logs in to submit daily isolation information. In scenarios where both contacts and positive patients are in the same household, both types of monitoring will be prompted.

Missouri  
DHSS  
Department of Health and Senior Services

00018212@moactmonitoring.com [Log Out](#)

In the last 24 hours have you experienced any of the following symptoms:

Sore Throat ☒ Yes

Headache ☐ No

Vomiting ☐ No

Loss of Appetite ☒ Yes

Diarrhea ☐ No

Fever ☐ No

Cough ☐ No

Chills ☐ No

Abdominal Pain ☐ No

Difficulty Breathing ☐ No

Muscle Aches and Pains (Myalgia) ☐ No

Loss of Taste or Smell ☐ No

Other Symptoms

[Next](#)

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